



**IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE**

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Patent Application

Inventors: Clarence W. Buffalo

Case Name 1999-0699

Serial No. **09/649,974**

Group Art Unit 2154

Filing Date August 29, 2000

Title: ***Customer Service Maintenance Automation***

Attention: Official Draftperson

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SUBMITTAL OF FORMAL DRAWINGS

Enclosed please find three (3) sheet(s) of Formal Drawings for the above-identified application.

Applicants believe that these drawings are in accordance with the requirements of PTO-1474. However, if the Official Draftperson determines that any changes are needed, he is requested to contact the undersigned to avoid any delay in the prosecution of this application.

Respectfully,

By: Wendy W. Koba
Wendy W. Koba, Esq.
Reg. No. 30509
Attorney for Application

Date: 1/28/04

Att: - Formal Drawings—3 Sheet(s)



PTO/SB/21 (08-03)

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2154

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TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

	Application Number	09/649,974
	Filing Date	August 29, 2000
	First Named Inventor	Buffalo
	Art Unit	2154
	Examiner Name	Philip C. Lee
Total Number of Pages in This Submission	1999-0699	

ENCLOSURES (Check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input checked="" type="checkbox"/> Drawing(s) 3 Formal	<input type="checkbox"/> After Allowance communication to Group
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	<i>Wendy W. Koba</i>
Signature	<i>Wendy W. Koba</i>
Date	<i>1/28/04</i>

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Typed or printed name	<i>Wendy W. Koba</i>		
Signature	<i>Wendy W. Koba</i>	Date	<i>1/28/04</i>

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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